

Troubleshooting Guide

Fault	Possible Cause(s)	Action	Warranty
Unit at high temperature	Blocked Condensor	Clean the condensor once a month or as often as required. Blocked condensers are a major cause of equipment failure and render warranties invalid. NOTE: Cleaning a condensor is very easy and takes just a few minutes - if you are unsure how to clean condensers, see our guide - 'Condensor Cleaning'	N
	Ice build up	Defrost unit - switch off overnight, prop open door during defrost	N
	P-1 or P-2 on controller	Fridgeland engineers to attend - Complete service request	Y
	Door fan switch damaged	Replace / repair switch. Avoid impact to switches, particularly when loading.	N
	Controller fault	Fridgeland engineers to attend - Complete service request	Y
	Thermostat fault	Fridgeland engineers to attend - Complete service request	Y
	Gas shortage or leak	Fridgeland engineers to attend - Complete service request	Y
	Fan failure	Fridgeland engineers to attend - Complete service request	Y
	Overstocked	Reduce stock. Allow space above & between products to allow airflow. Do not place stock in front of internal fans. If overstocked, defrost overnight.	N
	Air intake grills obstructed	Remove obstruction	N
	Inadequate Ventilation	Check back of unit - ensure minimum gap of 80mm between unit and wall. Check top of unit - do not box unit in - min gap 80mm	N
	Controller settings altered	Reset to factory settings - contact Fridgeland for guidance	N
	Ambient conditions exceeded	Check ambient temperature - if above 25 Deg C refer to Fridgeland for guidance	N
	Sunlight	Refrigerated units must not be placed in direct sunlight - relocate unit	N
	Doors left open for long period	Close doors and allow unit to return to temperature - check for ice build up	N
	Unit used to chill warm/hot product	Remove hot products. Use unit for pre-chilled / pre-frozen product only	N
	Draughts	Refrigerated units must not be placed in direct draughts (check open doors / windows / air-conditioning) - relocate unit	N

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Unit completely dead	Overloaded electrical circuit	Upgrade circuit and/or remove electrical items	N
	Fuse blown	Replace fuse	N
	Compressor failure	Replace compressor	*See note
	Controller failure	Fridgeland engineers to attend - Complete service request	Y
	Electrical Circuit Fault	Fridgeland engineers to attend - Complete service request	Y
	Unit not plugged in	Plug in to mains supply	N
	Insufficient power supply	Contact Fridgeland for guidance	N
	Plug or power lead damaged	Contact Fridgeland for guidance	N
	* Failed compressors due to blockages / lack of cleaning are chargeable and invalidate warranty - please ensure condensers are cleaned regularly – see our Good Use Guide Cleaning Condensers		
Leaking water	Unit not level	Level unit or floor surface / locate unit to flat surface area	N
	Drain blocked with food spill	Clean drain	N
	Condensate heater failure	Fridgeland engineers to attend - Complete service request	Y
	Float switch failure	Fridgeland engineers to attend - Complete service request	Y
Unit excessively loud	Loose fixing nut	Check and tighten	N
	Unit not leveled	Level unit or floor surface / locate unit to flat surface area	N
	Fan motor catching guard	Fridgeland engineers to attend - Complete service request	Y
	Compressor fixing	Fridgeland engineers to attend - Complete service request	Y
Light not working	Light switch turned to off	Turn on light switch	N
	Tube / bulb needs replacing	Replace tube / bulb	N
	Ballast / starter needs replacing	Replace ballast / starter	N
	Internal electrical fault	Fridgeland engineers to attend - Complete service request	Y